

Role Description

Information and Support Volunteer

Team: Services

Supervisor: Community Coordinator (Northern Ireland)

Opportunity: 1-2 days a month, to be reviewed every 6 months

Location: Community settings, including hospital settings, Northern Ireland

Pancreatic cancer is tough. Tough to diagnose. Tough to treat. Tough to research. Tough to survive. And it'll be tough to change that. But we're ready. For too long this disease has been side lined. We want to make sure that everyone touched by it gets the support and information they need.

- We provide expert, personalised support and information via our Support Line and through a range of publications
- We fund innovative research to find the breakthroughs that will change how we understand, diagnose and treat pancreatic cancer
- We campaign for change; for better care, treatment and research, and for pancreatic cancer to have the recognition, it needs.

The role:

Information and support volunteers are needed at various locations in the UK to hold information stands in hospitals and other community settings.

This is a **part-time volunteering role** that will give the ideal volunteer the opportunity to support our growing Services team as we strive to reach and support everyone affected by pancreatic cancer in **Northern Ireland**.

You will help us to:

- Distribute our publications and resources
- Engage with people affected by pancreatic cancer who approach our information and awareness stands, signposting them to appropriate information and services
- Monitor the number of people that visit the stands and what publications you give out
- Make a difference to people affected by pancreatic cancer
- Identify and target a range of suitable local outlets for information about pancreatic cancer in your region

You will be supported in your role by members of our Services teams in Northern Ireland and London, and will be kept informed of other volunteering opportunities within the charity.

We are looking for a volunteer who:

- Has excellent listening and communication skills
- Has empathy for those affected by pancreatic cancer
- Has an understanding of the importance of confidentiality and personal boundaries
- Has a good knowledge of Pancreatic Cancer UK services
- Is able to recognise and respect a diversity of views and attitudes

- Is self-motivated, confident, reliable and has good time management
- Works well in a team, as well as independently with guidance and supervision
- Is committed to the charity's vision and values
- Aims to be committed to the role for at least six months to one year

Examples of general tasks will include:

- Holding information and awareness stands in hospitals and community settings, often alongside other volunteers, as agreed with the Community Coordinator in your region
- Speaking with people who approach the stands to share information and signpost to Pancreatic Cancer UK services
- Ensuring the supply of up-to-date and relevant information in specified locations and outlets
- Liaising with health professionals and other staff at the stands to outline what support Pancreatic Cancer UK can offer them and their patients
- Representing and promoting the organisation at events
- Raising awareness of the needs of people affected by pancreatic cancer
- Attending support & supervision sessions and training events as requested

What we can offer you:

- Making a valuable contribution to the work of Pancreatic Cancer UK
- Gaining experience for your CV
- Meeting new people
- Experience of being part of a busy, enthusiastic and supportive charity
- Ongoing support within your role
- One to one support from our Community Coordinator in Northern Ireland
- Reimbursement of reasonable expenses in line with our Volunteer Expenses Policy

Term: Rolling period, with six month reviews. We would like someone to be able to commit to the role for a minimum of 6-12 months.

Hours: Information stands are normally held on weekdays between approximately 10am and 4pm. We would like you to offer 1-2 days per month to this role.

Legal requirement: Right to work in the UK (you will need to provide original documentation as proof).

Additional clearance: This role will be subject to Access NI clearance.

How do I apply?

Please send us an email outlining your relevant experience and why you're interested in this volunteer role, together with your CV, to getinvolved@pancreaticcancer.org.uk We will then contact you to arrange an informal telephone call to discuss the role, and any further details we may need.

If interested, please email us by: Tuesday 20 August 2019 @ 12.00pm

If we think you've got the appropriate skills and experience for the role, we'll invite you to attend a 1 day training session. This will likely be in April at a venue in central Belfast. Reasonable travel expenses to and from the training event can be paid in line with our Volunteer Expenses Policy, and lunch and refreshments will be provided. Depending on the number of applications we have for this role, and their suitability, we may not be able to invite all interested applicants but will let you know of other opportunities or future training dates as they become available.

Thank you very much for your interest in this role. We look forward to hearing from you. For more information on how you can get involved with and support Pancreatic Cancer UK, please visit www.pancreaticcancer.org.uk/get-involved